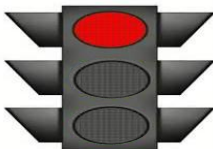
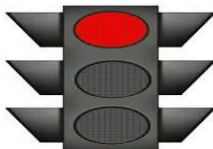


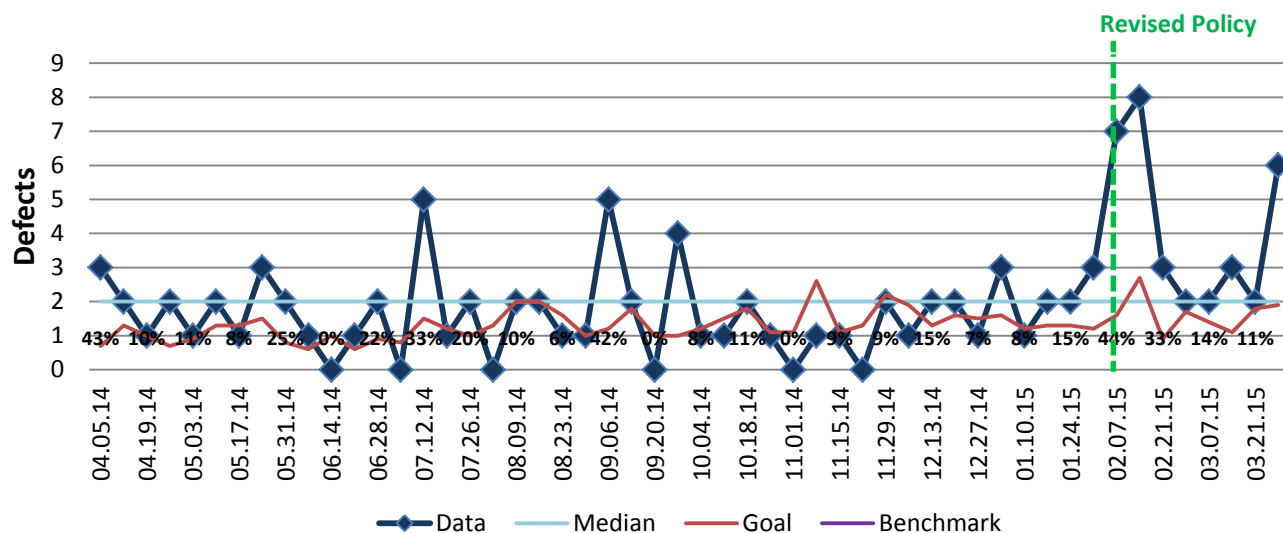
# Dispatch to Respond, Priority Echo Emergency Medical Services

KPI Owner: Major Mike Tully

Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: CAD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal		
Goal: Less than 60 seconds at least 90% of the time.		Goal Source: LMEMS	Measurement Method: Count of times from receiving dispatch to response for priority code echo incidents that exceed 60 seconds.		
Benchmark: TBD		Benchmark Source:	Why Measure: To understand system capability & customer expectations		
			Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.		
How Are We Doing?					
03.30.14-03.28.15 12 Month Goal	03.30.14-03.28.15 12 Month Actual		03.22.15-03.28.15 Goal	03.22.15-03.28.15 Actual	
70	105		2	6	
Defects	Defects		Defects	Defects	

## Dispatch to Respond, Priority Echo



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.